



CONCORDANCE[®]
HEALTHCARE SOLUTIONS
Delivering service beyond your expectations.

May 8, 2020

Dear Valued Customers,

The health and safety of our employees, their families, our customers, our suppliers and our communities is of critical importance to Concordance. Below is an update of what Concordance is doing to ensure our customers receive the vital supplies they need and the steps we are taking to procure the safest products.

Concordance Validation Team

With the increased need for PPE products, many companies have shifted their production away from automotive parts, footwear and other such items and are now focused on creating PPE and other critical healthcare supplies. Concordance works diligently to ensure that our customers are receiving the highest quality products that meet all healthcare requirements and standards. The Concordance Validation Team is tasked with vetting all of these non-traditional suppliers that are entering the healthcare market due to the pandemic. Collecting all product spec sheets and samples while validating FDA clearance, the team dives into the details of each non-traditional item to ensure our customers and their patients receive only the best.

Continuity of Supply

The Covid-19 pandemic has created industry-wide challenges within the supply chain due to the sudden increase in demand for PPE and other pandemic-related products. Working with our supplier partners, Concordance keeps a close watch on all product levels and availability in order to proactively support our customer's changing needs. Concordance also collaborates with trade groups and responds to industry-wide challenges and changes as quickly as possible. Our team follows the most current guidelines set forth by the CDC, WHO and state and local governments throughout all aspects of our business operations. As the Covid-19 pandemic changes daily, we continue to closely monitor developments across the country and modify our operations accordingly, helping to supply our customers and their patients with the supplies they need.

Supply Chain Coalition

A private sector Covid-19 Supply Chain Coalition was developed earlier this year consisting of key distributors, such as Concordance, and numerous federal agencies. The Covid-19 Supply Chain Coalition creates a direct line of communication between the healthcare distribution community and the Federal government. Increased communication and collaboration will help to ensure proper allocation of vital PPE and other pandemic-related products within the healthcare supply chain. Proper allocation and distribution of products helps to protect our frontline healthcare workers and save patients in need across the country.

We will continue to keep you updated through the next few months. We wish everyone continued good health and wellbeing during these difficult times.

Gina Marchese
Executive Vice President